



Hospitality Training

Job Title: Recruitment and Intake Specialist
FLSA Status: Non-exempt, F/T
Supervisor: Education Program Manager

Mission

BEST's mission is to provide individuals with the education, skills, and training to excel in the hospitality industry and in their personal lives. We do this through a variety of services that include job-specific skills training programs and access to educational courses (ESOL, computers, skills certifications), all of which are supported by career and academic coaching. BEST's partnerships include UNITE HERE Local 26 (the hotel and restaurant workers' union), 40+ hospitality employers, government and private foundations, and community organizations.

Job Summary

At BEST we strive to create a diverse work culture that closely matches the diversity of those we serve. We seek applicants from all backgrounds to ensure we get the best, most creative talent on our team.

In this job you will:

- Provide client-centered customer service including greeting clients and visitors warmly, answering and responding to calls and voicemails promptly, and promoting hospitality in every interaction.
- Conduct outreach visits to hotels and other venues to market programs and recruit clients.
- Conduct intake interviews to screen potential clients for program interest and eligibility.
- Enroll new students and collect, upload, and store required digital documentation in internal and external databases.

- Perform administrative support tasks such as program event coordination and setup (e.g. in-person classes, workshops, meetings, etc.), office maintenance, calendar upkeep, technology maintenance, and inventory.
- Perform additional duties as assigned.

All BEST staff members:

- Accurately capture and enter client and service delivery data into our Salesforce database in a timely manner.
- Develop strong working relationships with colleagues and external partners and participate in meetings to foster these relationships.
- Communicate effectively with colleagues, clients, and partners.

Is this opportunity right for you? We are looking for people who:

- Demonstrate respect for and experience with bridging differences in language, culture, race, religion, citizenship, gender, and sexual orientation and do not discriminate on the basis of income, immigration status, or disability.
- Understand and follow confidentiality practices regarding clients and colleagues.
- Are able to work in a hybrid work environment. Staff members are expected to attend in-person internal/external meetings and program/organization events as required.
- Are comfortable using and/or learning technology to successfully provide client-centered services.
- Have above-and-beyond customer service skills and strong written and verbal communication skills.
- Have strong organizational skills and the ability to multitask in a fast-paced environment.

Bonus if you:

- Speak a second language
- Have conflict resolution skills
- Have experience using databases
- Have experience in the hospitality industry and/or workforce development

Salary range for this position is \$52,500 - \$57,750.

BEST offers employer-sponsored benefits. Full-time employees are eligible for all benefits including vacation, paid time off (personal & sick days), thirteen paid holidays, and a monthly cellphone allowance. Our benefits, effective after a three-month waiting period, include healthcare, Delta Dental, Davis Vision, an employee assistance plan, life insurance, short-term disability, accidental death and dismemberment insurance, legal services, and a housing assistance plan. In addition, we offer a non-matching 401K plan managed through ADP.

Please send your resume and letter of interest to: GetInvolved@BESThtc.org

BEST Hospitality Training is fully committed to providing opportunities that promote diversity, growth, and a professional work environment.

The health and safety of our employees is a top priority, and the ability to work in a safe office environment goes hand in hand with that value. To that end, BEST requires that employees are vaccinated against COVID-19. New hires must be able to attest to and/or provide proof of vaccination as a condition of employment, subject to reasonable accommodation as required by law.